

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**DEPARTMENT OF STATE BRANCH SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job direct a variety of activities in the Department of State field branch offices as supervisors, relief supervisors, or assistant supervisors. Work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations, and laws of this specialized field and knowledge of supervisory techniques and personnel policies and procedures.

There are four classifications in this job. The classification level is allocated based on the complexity of the branch office, and whether the position serves as a branch supervisor, relief supervisor, or assistant supervisor. The Civil Service approved rating system determines the complexity by the weighted sum of four variables; (1) total transactions processed annually, (2) urban/non-urban office, (3) total annual revenue, and (4) a combination score of other activities. The positions will be evaluated annually using these variables and a distribution of scores is determined. The bandwidth for each classification level is established by cutoff points, which are determined by statistical and logical breaking points between the scores.

**Position Code Title Department Of State Branch Supervisor-1**

**Department of State Branch Supervisor 9**

This is the training level. The employee serves as a first-line supervisor, learning the activities in a branch office. The employee, under close supervision, works within general methods and procedures to learn proper courses of action. Well defined methods and procedures in the form of regulations, rules, policies, etc., are provided, and the employee uses judgment in properly applying these methods and procedures to specific situations. After satisfactory completion of one year of training, the employee will be reallocated to a higher level in this class series. If the employee is not recommended for reallocation, they will be separated.

**Position Code Title Department Of State Branch Supervisor-2**

**Department of State Branch Supervisor 10**

The employee serves as a first-line supervisor in a standard branch office or as an assistant or relief supervisor. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

**Position Code Title Department Of State Branch Supervisor-3**

**Department of State Branch Supervisor 11**

The employee serves as a first-line supervisor in a moderately complex branch office. The employee, under general supervision, works within general methods and

procedures and exercises considerable independent judgment to select proper courses of action.

**Position Code Title Department Of State Branch Supervisor-4**

**Department of State Branch Supervisor 12**

The employee serves as a first-line supervisor directing a highly complex branch office. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to select proper courses of action.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Supervises or assists in supervision the activities of a branch office, involving driver licensing, vehicle transactions, non-driver IDs, and permits for moving vehicles, snowmobiles, watercraft, and all-terrain vehicles.

Supervises and participates in the issuance of license plates, registration certificates, titles and title transfers, and in voter registration activities.

Supervises the business management and housekeeping activities of the office, including the preparation of the budget, balancing accounts, scheduling assignments, monitoring work flow, evaluating procedures, ordering equipment and supplies, and selecting and training employees.

Collects license fees and sales taxes.

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Resolves the most difficult consumer problems and complaints.

Approves or denies applications for driver licenses in accordance with statutes and department regulations.

Explains to the public the laws and procedures relating to driver licensing, vehicle licensing, taxes, and fees.

Maintains public relations including the review and assessment of comment cards, handling customer complaints, and providing liaison with other agencies.

Participates in the implementation of Department of State procedure changes, as assigned.

Administers the most difficult driver qualification tests including written tests, road-sign tests, and vision tests.

Investigates branch office security problems including robberies and customer fraud.

Implements new departmental programs and participates in research projects.

May assist in locating office space, coordination of maintenance, building and remodeling projects and resolves landlord and contractual services problems in conjunction with the district Manager.

Coordinates equipment assignments to branch offices, reviews condition of equipment, and replaces or repairs as necessary.

Performs related work appropriate to the classification as assigned.

**JOB QUALIFICATIONS**

**Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge in the areas listed is required at the 9-level and considerable knowledge is required at the 10, 11, and 12 levels.

Knowledge of laws, regulations, procedures, and forms relating to driver and vehicle branch activities.

Knowledge of the principles of office management, including account keeping, requisitioning, stock maintenance, filing, correspondence, and reporting.

Knowledge of the organization and operations of the Department of State.

Knowledge of the principles of human relations.

Knowledge of public relations techniques.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment practices.

Ability to instruct, direct, and evaluate employees.

Ability to plan, schedule, and direct the work of a branch office.

Ability to instruct and supervise others.

Ability to maintain work standards and volume under pressure.

Ability to recommend changes in personnel and procedures to meet changing conditions.

Ability to exercise judgment in handling the most complex problems.

Ability to conduct studies, evaluate results and prepare reports.

Ability to interpret and explain laws, rules and regulations.

Ability to meet and deal effectively with officials of government, industry and the general public.

Ability to maintain favorable public relations.

**Working Conditions**

The employee may be required to travel or relocate.

The employee must possess a satisfactory driving record as outlined in the Department of State's Driver Policy.

**Physical Requirements**

None.

**Education**

Completion of two years of college (60 semester or 90 term credits).

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**Experience**

**Department of State Branch Supervisor 9**

No experience required.

**Department of State Branch Supervisor 10**

One year of experience as a Department of State Branch Supervisor 9.

**Department of State Branch Supervisor 11**

One year of experience in the department of State Branch Supervisor 10.

**Department of State Branch Supervisor 12**

Two years of experience in the department of State Branch Supervisor 10.

**OR**

One year of experience as a Department of State Branch Supervisor 11.

**Alternate Education and Experience**

Two years of experience equivalent to the 8 level, processing work related to branch office operations or completion of one year of college and one year of experience equivalent to the 8-level may be substituted for educational requirement.

**Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

DOSBRSPV

**Job Code Description**

Department of State Branch Supervisor

**Position Title**

Department of State Branch Supervisor-1

Department of State Branch Supervisor-2

Department of State Branch Supervisor-3

Department of State Branch Supervisor-4

**Position Code**

DSBRSPV1

DSBRSPV2

DSBRSPV3

DSBRSPV4

**Pay Schedule**

NERE-171

NERE-149

NERE-179

NERE-180

ECP Group 3

1/14/02

JED/VLWT/KLLR